



## Inspection Report on

**Spring Meadows (Care) Ltd trading as Manorleigh**

**Manorleigh Spring Meadows Care Ltd  
66-68  
Cecil Street  
Swansea  
SA5 8QH**

## **Date Inspection Completed**

12<sup>th</sup> July 2022

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## About Spring Meadows (Care) Ltd trading as Manorleigh

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	SPRING MEADOWS (CARE) LTD
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">10.03.2020</a>
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

### Summary

People are happy, settled and well cared for at Spring Meadows. There is good governance and oversight of the service. All care workers told us they receive regular formal and informal support. People are supported and cared for by dedicated, committed and well trained care workers and a supportive management team. All feedback gathered as part of the inspection was very positive about the culture in the service and people informed us, they are happy and feel safe. There are good processes in place to maximise people's engagement in support planning and skills development. We saw people have made clear progress in relation to outcomes detailed in support planning documentation. Support plan review documentation needs to be further strengthened to ensure it includes people's progress and achievement of personal outcomes. Staffing levels are appropriate and align with people's needs and outcomes.

The environment is well maintained, clean and in accordance with the objectives detailed in the statement of purpose (SOP). Some areas would benefit from re-decoration and new floor coverings. The service structure promotes independent living and outcome focused care and support. Safety checks and service schedules are completed in-line with current requirements. There are appropriate infection control measures in place. There are robust recruitment checks in place and care workers receive a thorough induction and training to perform their roles competently.

## Well-being

People are treated with dignity and respect. We saw very positive interactions between care workers and people throughout the inspection. People gave us consistently positive feedback about care workers and managers during the inspection. People are supported to maintain and develop skills. People complete a wide range of independent living tasks such as cooking, cleaning and laundry with support as needed. People access their local community in line with risk and support plans. We spoke to care workers and viewed staffing rotas, all confirmed there are good staffing levels currently ensuring people's needs are fully met. Staffing levels are adjusted to ensure people have targeted support where necessary and in line with support plans. We spoke with two relatives who both gave very positive feedback about the care and support provided and communication with the service. Care workers told us the service is a friendly and supportive place to work.

There is good oversight of the quality of care provision from the manager and responsible individual (RI). The RI completes regular visits to the service. Care workers and people told us communication with the manager is good and issues reported are acted on promptly and appropriately. Personal plans are clear, informative and detailed, they are outcome focused and relate well to care staff recordings and risk planning. However, support plan reviews do not adequately reflect people's progress in relation to personal outcomes. We saw people are making good progress and are benefitting from living in the service. Care workers and managers receive a wide range of appropriate training to ensure they are fully able to meet people's needs and outcomes. Care workers also receive regular planned supervisions and appraisals. Care is provided in accordance with protocols covering capacity and restriction of freedom.

The environment is well maintained, safe and provided in accordance with the objectives defined in the SOP. Some areas would benefit from re-decoration and new floor coverings. People benefit from a service that promotes and supports independent living and skills development. People are safe and routines such as fire checks, gas and electric safety certificates were viewed on inspection. Administration and storage procedures for medication are safe, appropriate and in line with guidance. People are protected from neglect and abuse as care workers know what to look out for and how to raise concerns. Care workers are trained in safeguarding and there are clear and regularly reviewed procedures and risk plans to guide them.

## Care and Support

The provider has current and up to date plans for how care is provided in order to meet people's support needs. We completed an audit of two people's support files. Personal support plans demonstrate what matters to the person and how best to support them to achieve their identified goals. Detailed risk assessments are in place to correspond with people's support plans, and hospital admission information is contained in a separate file for ease of access. People's ability to be involved in care planning is considered and the appropriate legal measures are in place to safeguard them. Recording of support given is detailed and evidences that's people's identified needs are monitored and reviewed where necessary. There are detailed health records and associated actions documented. The manager told us one of the Directors is a General Practitioner who provides regular advice and support to the service regarding health and medical matters. We saw progress is being made by people against outcomes detailed in support plans such as independent living skills and participation. However, this needs to be better reflected in support plan review documentation to ensure people's personal outcomes are appropriately monitored and documented. While no immediate action is required, this is an area for improvement and we expect the provider to take action. We saw the appropriate safeguards and legal measures are in place for people who lack the capacity to be fully involved in care planning. We saw people participating in household tasks and were informed people are in the process of preparing to go on holiday shortly. We spoke to people living in the service who told us they are happy, settled and get on well with staff. We also spoke to two relatives, one of whom told us *"they are excellent... and always keep me updated and informed"*.

There are safe systems in place for the management of medication and people's health is promoted by good practice. We saw medication is stored safely in a locked cabinet secured to a wall. Medication Administration Records (MAR) are completed appropriately with signatures of care workers present. The manager told us new MAR charts are being introduced shortly to ensure when required medication is recorded appropriately. There are good processes in place for the ordering and auditing of medication in the service which minimises the risk of error. Staff assisting people with medication are trained and deemed competent to do so. Many care workers and the manager in the service have been in post for many years and know people very well. This enables them to identify any health deterioration quickly and to seek support when needed.

People live in a home that provides appropriate numbers of knowledgeable, competent and skilled care workers. Care workers and the manager told us staffing levels are appropriate and targeted to the needs of individuals living in the service. We saw all care workers receive core training mainly provided online. Also specialist training including challenging behaviour, learning disability, epilepsy etc. All care workers have or are working towards Qualifications and Credit Framework (QCF) accreditation in care.

## Environment

The provider ensures people's care and support is provided in a location and environment with facilities that promote people's well-being and safety. The service is located in an urban area close to amenities. There is a large living/dining area where we saw people relaxing, watching television and talking with others. The manager told us all bedrooms have been re-decorated since the last inspection. We viewed two of the bedrooms and found them to be personalised and homely. We also saw two communal bathrooms and found them to be clean and well maintained. We saw people are fully involved in relation to household activities such as cleaning, clothes washing and cooking where appropriate. There is a separate laundry area and locked storage cupboard for the safe storage of control of substances harmful to health products (CoSHH). We were told by the manager the service won an award last year in relation to good laundry standards. We looked around the service and found communal areas homely, clean, comfortable and well maintained. Some areas of the service would benefit from re-decoration and new floor coverings. There is a locked cupboard where confidential files are stored safely. To the rear of the property is a large garden area with summer house and raised beds. The manager told us there is a contract with a gardener to maintain the area.

We saw mandatory fire safety checks take place routinely and certificates for gas, fire detectors, fire extinguishers, electricity and electrical equipment are all up to date. Water temperature checks are taken and documented. Personal emergency evacuation plans (PEEP's) are in place for people. The service has a current food hygiene rating of five which is the highest possible. We saw fridge temperatures are taken regularly and documented appropriately and all areas viewed appeared clean and well maintained. Also there are facilities such as coloured chopping boards and mops/buckets to promote good food hygiene procedures.

## Leadership and Management

People are supported by a dedicated team who have been recruited safely and are well supported in their roles. Many of the care workers along with the manager have worked in the service for years and are very familiar with the needs of the people being supported. We looked at three staff personnel files and saw appropriate pre-employment and recruitment checks are in place. References and up to date Disclosure and Barring Service (DBS) checks are on file. The manager told us they are working through care worker registration with Social Care Wales (SCW). Care workers spoken with confirm they attend safeguarding training and understand their responsibility in relation to this. There are detailed and thorough safeguarding policies and procedures in place to guide care workers. We saw staff receive routine formal supervision and an annual appraisal. Care workers spoken with are complimentary of the training and support they receive from the manager. Comments include; *“very supported. I can go to the manager at any time and she is really helpful and supportive. Good staff team and we all work well together”*. Another told us; *“staff are valued for the work they do by the manager and RI. A very happy place to work”*.

The provider has arrangements in place for the effective governance and oversight of the service through ongoing quality assurance processes. We saw the recent bi-annual quality of care report. The report includes feedback from people and staff in the service. The report indicates what the service is doing well and includes further improvements for the future. We saw the RI is in regular contact with the service. We saw policies and procedures have been reviewed and where necessary updated. The service's SOP has been reviewed and accurately reflects the service. Care workers told us staffing levels are good and the manager stated there is a full permanent care team in place. The manager told us staffing levels are adjusted to ensure people receive targeted support where necessary and planned for. The appropriate agencies including Care Inspectorate Wales (CIW) are notified where necessary of any significant issues affecting people or the service. The manager told us the service is really settled and there are no current concerns, complaints or infection control issues.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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16	A full CIW inspection took place on 12.07.22. As part of this an audit of support files took place. There was insufficient evidence of consideration of the achievement of outcomes by individuals in review documentation.	New
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